**Procedure for fixing leaks from upper floor bathroom to ceiling below**

This is to explain HHI procedure for when a customer complains of a leak that comes from an upper floor down to a lower floor. There are basically 3 steps in order to fix the problem. The first thing we do if its just a minor leak, we usually assume that it is the caulk or grout that is leaking and not a pipe. We perform an inspection and see if we find any holes or gaps that need to be covered up with silicone. If the shower is wet at the time of the inspection, then we come back the next day to do this first step of caulking. If it is dry, we will do the caulking right away. We charge for that usually a service call of $145-$175 depending on the time and the cost of the caulk. We then let it dry for 12 hours and we watch it. Hopefully this solves the problem.

If the problem continues then usually the next step is that we open up the ceiling and we will throw water at the problem. We usually go with 2 people at that time and one person continues to throw water at different areas to see if there are spaces that we didn’t see the first time around. There is a charge for the second visit as well. Of course, it is possible that when we open the ceiling, we might find a problem with a pipe that we couldn’t notice the first time around because we try not to open the ceiling the first time unless the customer tells us to. The bottom line that we are trying to make clear is that we do the best we can to fix your problem as quickly and least cost to you as possible on the first call however we are not G-d and we can’t see miniscule holes that can get through grout. The additional calls are not considered a call back which we don’t charge for, it’s just we charge you for the additional amount of time that we are in your house the second time. After all if the first time we would be in your house for two hours instead of one hour then we would have charged more the first time. This is how we go about taking care of this problem 😊

Customer Signature Date

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